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MAKING THE MOST OF
EACH DAY



LETTER *from* OUR CEO

Dear Friends,

Hospice of Westchester (HOW) entered 2024 with the hope that because the pandemic was four years behind us, we might see some return to pre-COVID functionality. However, the systems are still in disorder and the healthcare market continues to experience significant turmoil at the National, State, and local levels. We continue to see realignments in all parts of the continuum with health systems and physician practices becoming larger and more integrated.

As a Hospice provider in the competitive Westchester market, HOW needs to focus strategically on clinical operations, quality outcomes, financial management, fundraising, community outreach, and supporting an exceptional and dedicated employee and volunteer base. HOW had a successful 2024 in all these areas. I am privileged to provide the following highlights.

Our Bereavement Program remains extremely robust with many individual and group offerings for families and the larger community, and we remain the only provider of a program focused on complicated grief. Our Complementary Care Program continues to flourish and more patients/families are now welcoming these services, which were not readily accepted during the pandemic. Our Pediatric Program, Comfort Crew, cared for three children throughout the year. This program provides a vital community need and is well supported through grants.

HOW's Volunteer Program has continued to expand with clinical volunteers who spend time with patients, office volunteers, and those who make floral arrangements through our Flowers for Life program. We celebrated our employees and volunteers at our annual recognition program at Westchester Hills Golf Club in October. It was partnered with the release of our two new marketing videos and was a wonderful evening enjoyed by all.

Notwithstanding the decline in reimbursement from the census, HOW was able to control costs and had excellent fundraising in 2024. Our "In Celebration" Gala Cocktail Reception and Annual Golf Invitational brought together our donors, supporters, and members of the community. Our Tree of Life reception was held at Westchester Hills Golf Club and featured music performed by the Music Conservatory of Westchester and a vocal group from Manhattan University. The Fall Fête at Sam's of Gedney Way was a wonderful evening and the restaurant was sold out by HOW supporters.

This Annual Report is an inspiring reflection of our wonderful organization, its mission, our place in the Westchester Community and the support we receive. The accomplishments outlined in the report belong to all who are affiliated with Hospice of Westchester: our Board of Directors for their support and guidance; our clinical and administrative support staff and volunteers who always fulfill their commitment to the patients and each other; the management team for their ongoing dedication to excellence; and most importantly our patients and their families, who show great courage.



MARY K. SPENGLER, RN, MS, LNHA
CHIEF EXECUTIVE OFFICE

CLINICAL CARE

The care needs of our patients and the expectations of families at times challenge our very adept clinical staff. Many patients admitted to the home program have very complex medical needs and some have difficult family situations that take time to resolve. Clinical staff and managers spend hours in discussions with patients and their families before admission. This is further complicated by the lateness of the referral and the lack of informed explanation provided by the referral source. For facility patients, the decision has usually been discussed with patients and their families before the referral, which can ease the admission process.

Perhaps one of the most challenging care issues that is experienced across the country is the provision of home health aide services. Although many are aware of the challenges in the industry, there seem to be few solutions. A common misconception is that Hospice will be in the home 24/7. While we are always available for our patients and their families, we do not move into the home.

Another challenge to any small business, especially in health care, is to remain competitive and have good employee retention. We're proud to say that our turnover rate was once again 0%. Our staff are truly dedicated to our mission.

Dr. Gary Tatz and Dr. Julie Levasseur are our Hospice physicians. They are experts in managing end-of-life symptoms. They are readily available for all staff as needed and attend our weekly Interdisciplinary Team Meetings.



Dr. Gary Tatz



Dr. Julie Levasseur

THE IMPORTANCE OF COMPLEMENTARY THERAPIES IN END-OF-LIFE CARE

Through the generosity of the Anna & Louis H. Shereff Complementary Care Program, HOW patients are able to enjoy massage, music and art therapies, along with reflexology sessions at no cost. These offerings can help ease tension, reduce anxiety and improve the overall comfort and quality of life for our patients.



SCARSDALE WOMAN'S CLUB DONATION

In July, we received a donation from The Scarsdale Woman's Club. The funds will support our work providing compassionate end-of-life care to Westchester County residents diagnosed with any life-limiting illness.



22nd GOLF INVITATIONAL

Our Annual Golf Invitational, which was held at Westchester Hills Golf Club in June, honored Bill and Debbie Flocks, longtime supporters of the organization. More than 100 business representatives, community leaders and supporters attended the event, which was our most successful Golf Invitational to date.



In CELEBRATION

In September, we hosted our annual “In Celebration” Gala Cocktail Reception at the Westchester Country Club. The event honored Stacey Ross Cohen and Co-Communications, Inc., and George A. Whitehead and PKF O’Connor Davies LLP. A special recognition was also given to longtime supporter and Grand Sponsor of the event, Rochelle E. Shereff. A grand time was had by all!



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Mission Statement

Hospice of Westchester is committed to providing compassionate end of life care. We combine the highest level of quality medical care with emotional and spiritual support enabling individuals and their loved ones to make the most of each day.

PHILANTHROPY

Hospice of Westchester (HOW) opened its doors 32 years ago and immediately became a valued and respected member of the healthcare community. We are pleased to report that HOW has remained committed to providing extraordinary end-of-life care to Westchester County residents diagnosed with any life-limiting illness, wherever they reside.

At the core of every decision we make, it is our relationships with our patients and families that matter most. We value this bond and truly believe it is very unique in today's world. This relationship defines who we are and it is an honor to be invited into our patients' homes to help them and their families along their most important journey.

As a result of the continually changing healthcare environment at the national, state, and local levels, we rely on the generosity of our loyal donors now more than ever. We need your tangible support to allow for adequate staffing, ensure that our patient costs are covered, and invest in required technologies. No one is denied service provided they meet the medical eligibility criteria. We must be prepared to absorb the cost of care for those without health insurance or the ability to pay.

Funds raised will be allocated to support the heart of our operations, Hospice Home Care, and to help us fulfill our mission. We invite you to be our partner in this great endeavor. All of us at HOW are eternally grateful to you and all of our community donors, for the essential role you play in our continued success. As it has been for 32 years, working together and collectively is the key to our sustainability.

HOW made a steadfast commitment 32 years ago to provide unrivaled and exceptional hospice services to members of our community. To this day, we continue to serve as the model for excellence in end-of-life care. We know that without your help, we would not have been able to accomplish all that we have and we express our heartfelt gratitude for all that you continue to do.

At a GLANCE

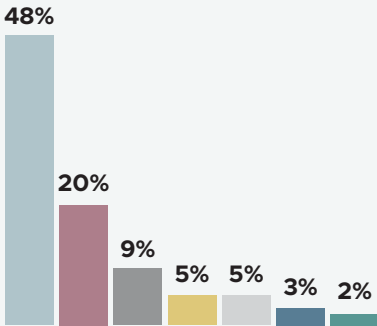
2024 REVENUE:

\$9.3 million

Medicare (patients over 65)	63%
Medicaid	20%
Private insurance (HMO)	3%
Philanthropy	6%
Self-pay & Other	8%

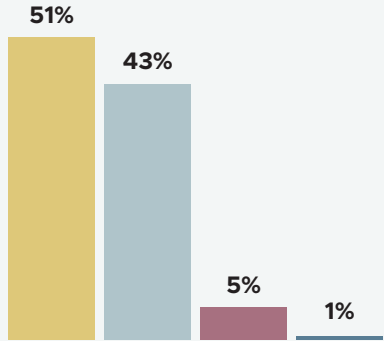
VISITS BY DISCIPLINE

- HHA
- NURSE
- SOCIAL WORKER
- VOLUNTEER
- SPIRITUAL CARE
- COMPLIMENTARY CARE
- BEREAVEMENT



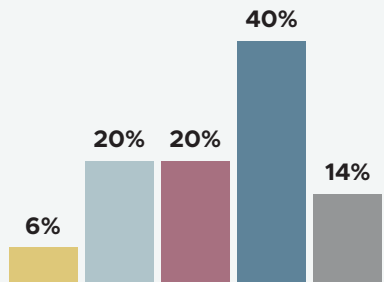
WHERE OUR PATIENTS CALL HOME

- OWN HOMES
- NURSING FACILITIES
- ASSISTED LIVING
- HOSPITALS



HOSPICE ADMISSIONS BY DISEASE

- RESPIRATORY DISORDER
- ALZHEIMER'S
- MALIGNANT NEOPLASMS
- CARDIOVASCULAR DISORDER
- OTHER



HOSPICE OF WESTCHESTER IS A NOT FOR PROFIT, TAX EXEMPT AGENCY THAT IS CERTIFIED BY THE FEDERAL GOVERNMENT, LICENSED BY THE NEW YORK STATE DEPARTMENT OF HEALTH, AS WELL AS ACCREDITED BY THE COMMUNITY HEALTH ACCREDITATION PROGRAM (CHAP).

HAPPENINGS & GATHERINGS CONTINUED



TREE of LIFE

Westchester Hills Golf Club in White Plains was filled with family and community members, and business leaders, celebrating life and the holiday season during our 23rd annual "Tree of Life" Reception in December. Guests were invited to purchase a gold star in memory or in honor of a loved one and came together to place the personalized stars on the "Tree of Life."



FALL FÊTE

More than 100 community members, board members, staff and friends came together in October for our second annual Fall Fête at Sam's of Gedney Way in White Plains. It was a lovely evening and there was wonderful energy in the sold-out restaurant.



NATIONAL CARE AT HOME MONTH CONCERTS

In honor of National Care at Home Month, we hosted a concert series, in conjunction with the Music Conservatory of Westchester, for patients in various nursing homes during November. This was made possible through the generosity of the Anna & Louis H. Shereff Caregiver, Complementary Care, and Bereavement Program. Pictured from left: Hiroshi Yamazaki, pianist; Bob Gingery, upright bass; Jake Robinson, drummer

Hospice
of Westchester

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